

ProjectWise V8i SS4 – Troubleshooting Web Parts

This document provides information and instructions on how to resolve some common issues when using the ProjectWise V8i Web Parts client.

To successfully use ProjectWise Web Parts to access the NYSDOT ProjectWise system you will need to be sure the following items have been properly configured on your PC or laptop.

- Trusted Site – add *.dot.ny.gov
- Compatibility View (IE 11) - add ny.gov
- Pop Up Blocker turned off
- ProjectWise File Transfer Control (Active X) is downloaded and enabled

These settings may be subject to IT security implemented at your company. If you have trouble configuring the items listed above, you may need to contact your IT administrator for assistance.

Internet Explorer Settings:

Trusted Site:

Adding the Web Parts website address to your browser's trusted sites list is a **requirement** for using ProjectWise Web Parts.

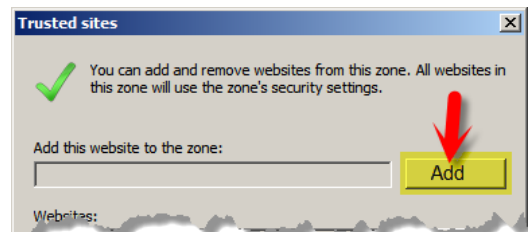
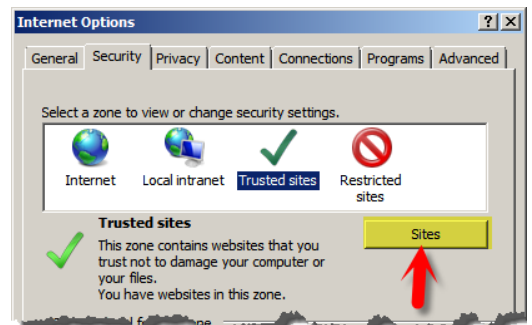
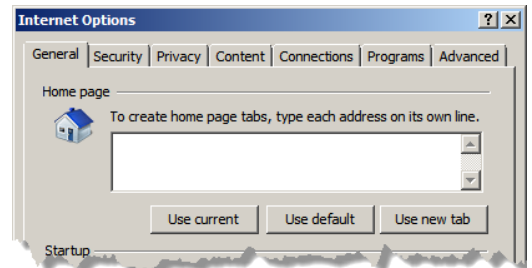
1. From within Internet Explorer, select: **Tools >Internet Options**

In the **Internet Options Dialog**

- Select the **Security tab**
- Select **Trusted Sites** and **click the Sites button**

2. In the Trusted sites dialog that opens,
 - type your web parts website address ***.dot.ny.gov**
 - click **ADD**
 - or if "require server verification (https:) for all sites in this zone" is checked on type **<https://projectwise.dot.ny.gov>**
 - click **ADD**

3. Click OK to close the Trusted sites dialog
4. Click OK to close the Internet Options dialog

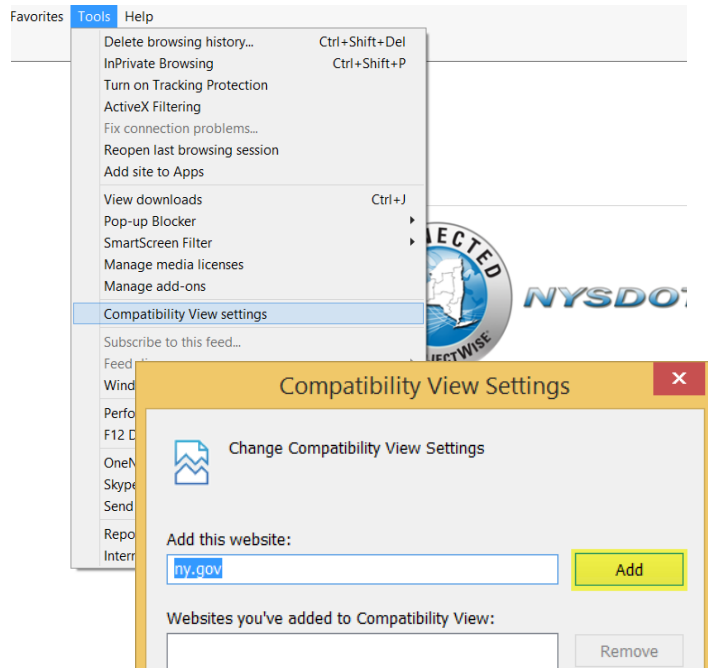


ProjectWise V8i SS4 – Troubleshooting Web Parts

Compatibility View:

When using the ProjectWise V8i Web Parts client you will need to have the Compatibility View option turned on.

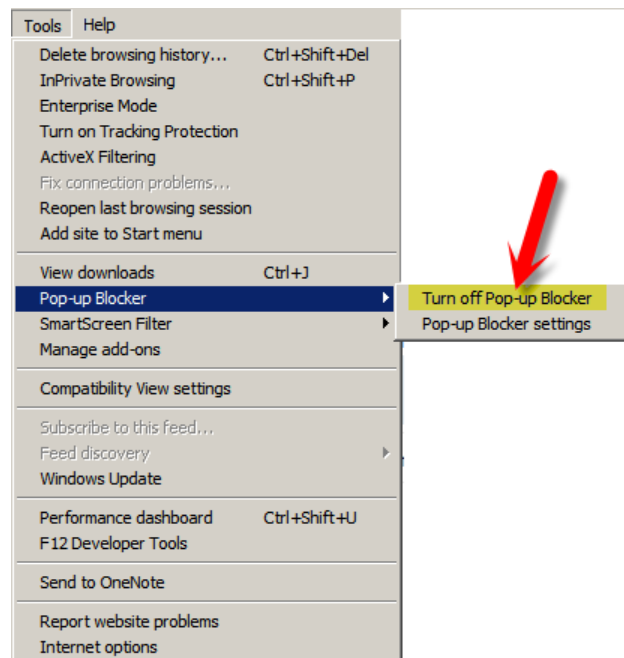
1. From within Internet Explorer, select: **Tools > Compatibility View Settings**
2. Add **ny.gov**



Pop Up Blocker:

Ensure that all pop-up blockers are disabled for the site

1. From within Internet Explorer, select:
Tools > Pop-up Blocker> Turn off Pop-up Blocker



ProjectWise V8i SS4 – Troubleshooting Web Parts

ProjectWise Web File Transfer Active X Control (08.11.11.833)

When you visit the NYSDOT ProjectWise Web Parts site for the first time, you may be prompted to download ProjectWise Web File Transfer Active X Control.

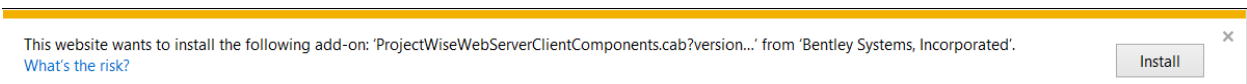
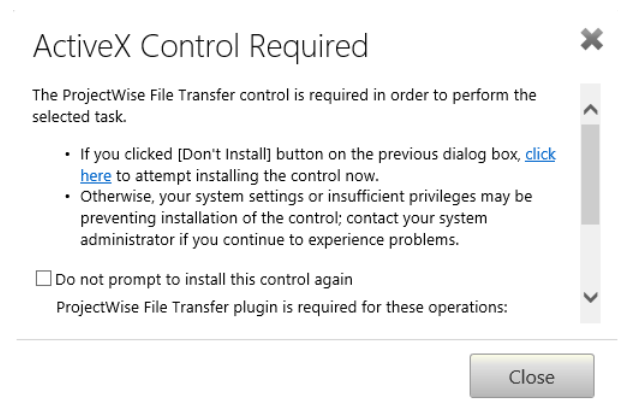
Without the ProjectWise Web File Transfer Active X control, ProjectWise Web Parts will not be fully functional. The ProjectWise Web File Transfer ActiveX Control is used by any operation that downloads a file to your local web parts working directory.

These ActiveX controls are required to perform certain document operations, in particular: Document > Open, Document > Check Out, Document > Copy Out, Document > Check In

Note:

If you do not have administrator permissions on your computer, you will not be able to install the necessary ActiveX controls when prompted.

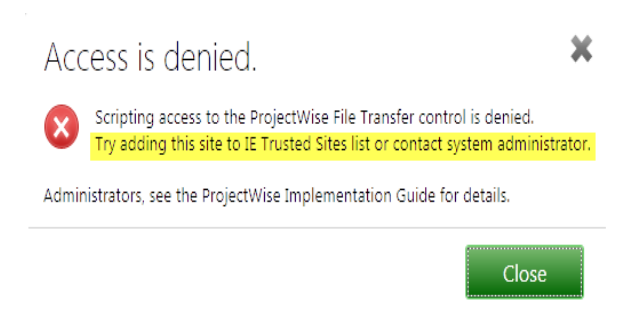
If this is the case, contact your IT administrator about having the ActiveX controls remotely installed for you



If you attempt to install the ProjectWise File Transfer Control and receive the following message it indicates your may not have the necessary permissions to download or enable the File Transfer control.

Seek assistance from your IT administrator to:

- Add *.dot.ny.gov or <https://projectwise.dot.ny.gov> to Trusted sites list
- Grant permissions to download and enable the ProjectWise File Transfer Control (active X)

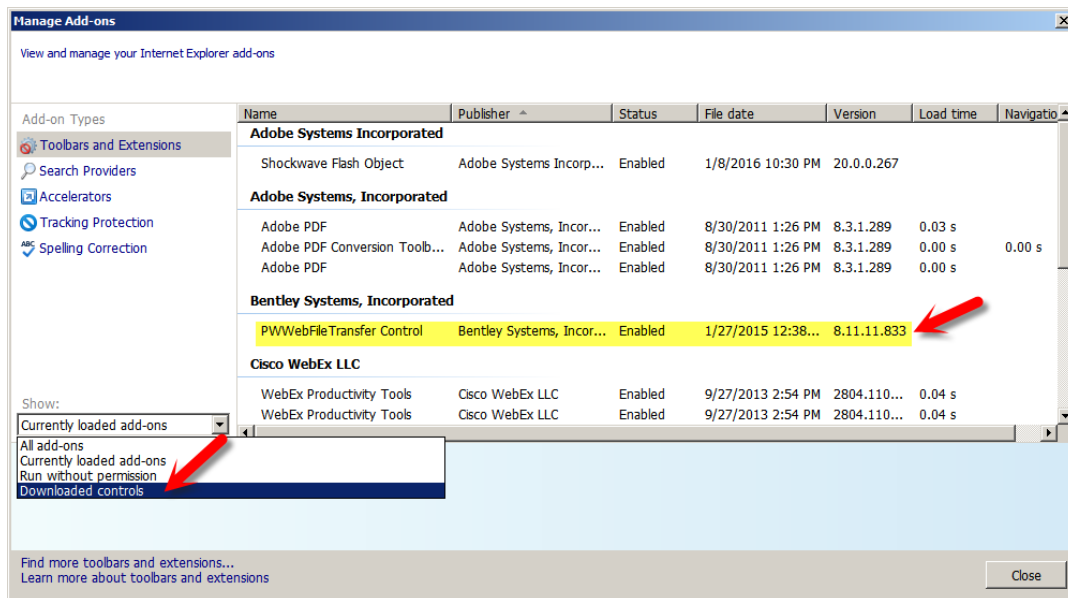


ProjectWise V8i SS4 – Troubleshooting Web Parts

ProjectWise File Transfer Control Issues:

In the event that you **are able** to log into the ProjectWise Web Parts V8i client and can access/navigate through project folders but **are unable** to open or transfer files (check out, copy out, download, etc.), please do the following:

1. Ensure that all pop-up blockers are disabled for the site.
2. Check the version of the PWFileTransfer Control that is installed:
From within Internet Explorer, select: **Tools > Manage Add Ons**



OR

- From within Internet Explorer: select: **Tools > Internet Options > General Tab, under Browsing History > Settings > View Objects**
 - **Highlight PWFileTransfer Control**
 - **Right click > Properties > Details Tab**
3. If Version 8.11.11.833 is installed, then it is correct and **should not be** modified or deleted.
 4. Add the following to the Trusted Sites on the Security Tab within the Internet
 - Explorer Options: ***.dot.ny.gov** or or if “require server verification (https:) for all sites in this zone” is checked on : **https://projectwise.dot.ny.gov**

ProjectWise V8i SS4 – Troubleshooting Web Parts

5. It may be necessary to change the Security Level for this Zone to Low on the Security Tab within the Internet Explorer Options.

IE 11 Availability of Document commands

Microsoft have made changes to the way in which IE 11 trusts ActiveX controls for initialization and scripting that is preventing the File Transfer Control for being loaded and therefore the availability of commands such as checkout and check-in.

The solution is to:

1. Add the site to the trusted sites zone (as per the install guide)
2. (In IE 11 only) Add the site's domain to the Compatibility View list.

Configure Internet Explorer Security Settings:

For ActiveX controls to work properly in Internet Explorer, go to Tools >Internet Options > Security tab, select Trusted sites, click Custom Level, then make sure the following are set in the Security Settings dialog:

1. For ActiveX controls to work properly in Internet Explorer, make sure the following options are set:

Category	Setting	Value
ActiveX controls and plug-ins	Download signed ActiveX controls	Prompt
	Download unsigned ActiveX controls	Disable
	Initialize and script ActiveX controls not marked as safe for scripting	Disable
	Run ActiveX controls and plug-ins	Enable
Scripting	Script ActiveX controls marked safe for scripting	Enable
	Active Scripting	Enable
	Allow paste operations via script	Enable
	Scripting of Java applets	Enable

If the previous suggestions do not rectify the problems being encountered with file transfers on the ProjectWise Web Parts v8i Client, then the users should contact their System Administrator for further troubleshooting procedures. Also, the Bentley [BE Community Forums](#) may have answers to the issues you are encountering.